

Claims

- [c1] A consumer travel channel integration method, comprising the steps of:
- providing a host system for facilitating formation of a travel plan;
 - allowing access to the host system by a plurality of travel channels, wherein the plurality of travel channels includes an Internet, a telephone, and a physical travel office;
 - receiving a travel booking for the travel plan by a first one of the travel channels;
 - associating the travel booking with a travel customer;
 - storing the travel booking and customer data for the travel customer in a central repository;
 - receiving a travel change for the travel plan by a second one of the travel channels, wherein the second travel channel is different from the first travel channel;
 - retrieving the travel booking and the customer data from the central repository;
 - servicing the travel change by modifying the travel booking to produce a modified travel booking; and
 - storing the modified travel booking in the central repository.

- [c2] The method of claim 1, further comprising the step of connecting a plurality of travel vendor databases to the host system.
- [c3] The method of claim 1, further comprising the step of providing direct access to the host system for a plurality of external consumers.
- [c4] The method of claim 1, further comprising the step of providing a plurality of travel offices, wherein each of the travel offices has access to the host system by said plurality of travel channels.
- [c5] The method of claim 1, wherein the step of receiving a travel booking comprises receiving a travel booking by an unformatted e-mail message.
- [c6] The method of claim 1, wherein the step of receiving a travel booking comprises receiving a travel booking by an Internet travel booking request, and further comprising the step of automatically processing the travel booking request.
- [c7] The method of claim 1, wherein the travel booking comprises flight reservation information, hotel reservation information, and car rental information.
- [c8] The method of claim 1, further comprising the step of

storing fulfillment information in the central repository
for the travel booking.